

### SECTION 3: CUSTOMER INFORMATION

**Agents will only have access to information on vehicles titled in Wisconsin.**

eMV Agent Lien transactions all involve Wisconsin titles. Customers with a Wisconsin title already exist on the DMV database, so their information is preloaded when you enter a valid personal identifier.

When running a vehicle inquiry, owner information will only be displayed if the correct **Driver's License number (DID)**, **Federal Employer Identification number (FEIN)**, or **Social Security number (SSN)** is entered.

?

VIN

OR

Plate

Type

Owner DID #

OR

SSN

OR (for non-individual)

FEIN #

Lessee DID #

OR

SSN

OR (for non-individual)

FEIN #

Next

Cancel

If no customer identifier is entered, only the vehicle information is displayed:

Vehicle Information									
dotdmr processing on behalf of BANK OF OAKFIELD - 00001597 <a href="#">?</a>									
VIN	<input type="text" value="DOTTESTV1N1111100"/>	Year	<input type="text" value="2010"/>						
Title Number	<input type="text" value="12320A2190039"/>	Last Title Date	<input type="text" value="11-15-2012"/>						
Vehicle Type	<input type="text" value="AUTO"/>	Previously titled in	<input type="text"/>						
Vehicle Make	<input type="text" value="CHEV"/>	Plate	<input type="text"/>						
		Type	<input type="text"/>						
		Reg Type	<input type="text"/>						
Body Style	<input type="text" value="4D"/>	Color	<input type="text" value="BLUE"/>						
Odometer Reading	<input type="text" value="94500"/>	Odometer Reading Date	<input type="text" value="08-22-2012"/>						
	<input type="text" value="Miles"/>								
<a href="#">Odometer Status</a>	<input type="text" value="ACTUAL"/>								
Reg Exp Date	<input type="text"/>	Reg Period	<input type="text"/>						
Status	<input type="text" value="VALID"/>	Reason	<input type="text" value="NOT APPLICABLE"/>						
<a href="#">Existing Brands</a>	<input type="text" value="None"/>								
Existing Lien Holder/s	<table><thead><tr><th>Holder Name</th><th>Address</th><th>Holds Title</th></tr></thead><tbody><tr><td>BANK OF OAKFIELD</td><td>103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC</td><td>Y</td></tr></tbody></table>	Holder Name	Address	Holds Title	BANK OF OAKFIELD	103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC	Y		
Holder Name	Address	Holds Title							
BANK OF OAKFIELD	103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC	Y							
Electronic Title	<input type="text" value="Y"/>								
Title Mailed to	<input type="text" value="Y"/>								

When an identifier is added, the owner information becomes available:

Existing Lien Holder/s	<table><thead><tr><th>Holder Name</th><th>Address</th><th>Holds Tit</th></tr></thead><tbody><tr><td>BANK OF OAKFIELD</td><td>103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC</td><td>Y</td></tr></tbody></table>	Holder Name	Address	Holds Tit	BANK OF OAKFIELD	103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC	Y	
Holder Name	Address	Holds Tit						
BANK OF OAKFIELD	103 S MAIN ST / PO BOX: 128 , OAKFIELD, WI 53065-0128 FOND DU LAC	Y						
Electronic Title	<input type="text" value="Y"/>							
Title Mailed to	<input type="text" value="Y"/>							
<b>Owner details:</b>								
Name	PUBLIC JOHN Q							
Address	4802 SHEBOYGAN AVE, MADISON, WI 53705-2927 DANE							

When adding a lien for a customer, with or without a replacement title, you have the capability to **update the customer's address information**.

Existing Brands	MN - PREV TITLED IN MN
Existing Lien Holders	None

Owner Details

Owner 1 BOB ROBERTS

Address line 1 987 MAIN ST

Address line 2

PO Box

City CHILI State WI ZipCode 54420

---

---

**Customers must have a valid Wisconsin address.** Customer addresses may not be changed to out-of-state locations. PO boxes cannot be used as primary addresses for individuals.